

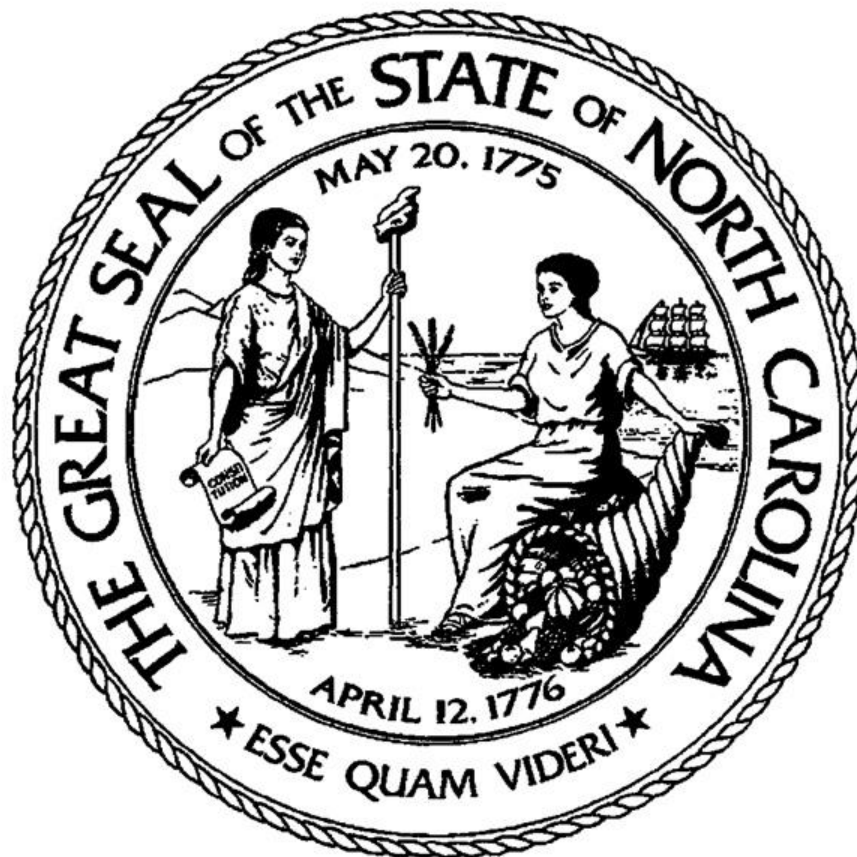
# **North Carolina Disaster Food and Nutrition Services Plan**

**June 2014**

**IMPLEMENTATION AND OPERATION**

**OF**

**A DISASTER FOOD AND NUTRITION SERVICES PROGRAM**



## **I. INTRODUCTION**

The Economic and Family Services Section developed this plan to assist counties in the planning and implementation of a Disaster Food and Nutrition Services Program. Responses to recent disasters have demonstrated the need for a quick reference guide to assist staff in preparing for a disaster, as well as responding to a disaster. Keep in mind that this document serves as a guide only, and counties are strongly encouraged to develop disaster procedures that will serve the residents of their county in the most effective and efficient manner possible.

Disaster Food and Nutrition Services policy is contingent upon the approval of a Disaster Food and Nutrition Services program by the United States Department of Agriculture (USDA). Therefore, this plan serves as a guide only and does not contain any specific Food and Nutrition Services policy guidance.

## **II. DISASTER PREPARATION**

The preparation phase is an ongoing process that continues until a disaster is imminent or when all or part of a county is adversely affected by a disaster.

### **A. Disaster Training and Preparation**

1. Disaster Food and Nutrition Services planning meetings are conducted periodically to help counties prepare for a disaster situation. Topics for the meeting include a review of policy and procedures, automation, logistical planning considerations and an overview of the responsibilities of the State Emergency Management Division.
2. The State emergency management program of North Carolina includes all aspects of preparations for response to and recovery from war or peacetime disasters. The Governor shall have general direction and control of the State emergency management program and shall be responsible for carrying out the provisions of the State emergency management in times of disaster. Government agencies at all levels have an obligation to prepare and assist the public in the delivery of benefits during a disaster. Community groups, service providers, businesses, civic and volunteer groups are all partners in this effort.
3. State Emergency Management of North Carolina maintains a working relationship with Duke Energy Carolinas, Duke Energy Progress Carolinas and Dominion North Carolina Power. They also maintain a relationship with the States 32 Electric Membership Corporations and the 76 municipally-owned electric utilities. In the event of a disaster, information needed from these companies to determine the need of a Disaster Food and Nutrition Services Program in North Carolina can be obtained from the State Emergency Management Division of North Carolina.
4. Since North Carolina is state supervised and county administered, each county completes its own Disaster Plan which identifies private

disaster relief agencies, community and civic groups within each county. This includes churches, Jaycees and other civic groups, Salvation Army, Red Cross and businesses. State personnel are on site during a disaster to assist counties implementation of their disaster plan.

**B. Disaster Food and Nutrition Services Benefits**

Disaster Food and Nutrition Services benefits are very beneficial to families adversely affected by a disaster. In order to receive Disaster Food and Nutrition Services benefits, applicant households must have been adversely affected by the disaster that occurred and must reside in the affected area and/or their place of employment was in the affected area. Examples of adverse effects may include, but are not limited to, loss of income, disaster-related expenses, and/or the limited availability of cash to meet the needs of the family.

**C. Application and EBT Card Issuance Time Frames**

The operation of a Disaster Food and Nutrition Services Program requires the taking and processing of applications and the issuance of EBT cards on consecutive days. The number of days applications are taken is determined by the size and scope of the disaster and may range from three to seven days. Disaster applications must be processed and allotments made available the same day when possible, no later than three calendar days. EBT cards are provided to the local agencies immediately after the decision to operate a disaster program has been made.

**D. County Staffing**

Each county director or his/her designee identifies a contact person and backup for both policy and EBT issues. Their names and home telephone numbers are provided to the Division of Social Services where a list for all counties is maintained. This list is updated annually in June and as changes occurs.

The county director/designee also coordinates disaster response within their county. This response includes assignment of county staff to work in:

- Shelter operations (where appropriate); **and**
- The Disaster Food and Nutrition Services Program and other relief programs the agency is assigned to administer.

Temporary assignments to assist in disaster activities in affected counties may be made from the following personnel sources:

- Division of Social Services;
- Surrounding unaffected counties within commuting distance; **and**
- Unaffected counties around the State.

Each county director/designee maintains a list of employees who volunteer to assist in other counties and a list of employees who volunteer to house employees from other counties. Procedures outlining how out-of-county employees are paid must be established, and employees should be advised of the procedure prior to beginning their disaster work assignment.

Counties can also send applications to other counties to be keyed.

#### **E. Economic and Family Services Section Staffing – Central Office**

The Economic and Family Services Section ensures adequate staff to:

1. Provide the format for and collect data pertaining to damage assessment;
2. Complete the application process for the operation of a Disaster Food and Nutrition Services Program (DFNS);
3. Provide a Policy Help Desk to answer questions from counties, citizens, etc., during the application process;
4. Provide policy, applications and handouts for the application process;
5. Maintain daily contact with USDA;
6. Provide daily reports to USDA;
7. Request updated information regarding contact persons, backups, and telephone numbers annually; **and**
8. Provide staff for the Division's Emergency Command Center (ECC) to:
  - a. Answer questions from affected counties;
  - b. Secure and arrange supplies;
  - c. Collect data for daily reports to Food and Nutrition Services (FNS); **and**
  - d. Apprise affected counties of new information regarding the application process, etc.
9. Provide training to local support staff on DFNS policy and procedures.

#### **F. Economic and Family Services - Local Support and Other Division Staff**

Economic and Family Services Local Support staff and other Division staff, if needed, will be available to:

1. Maintain constant contact with affected counties;
2. Provide training to local agencies regarding the DFNS Program application process;
3. Maintain daily contact with the ECC to secure information, ask questions, and provide data relating to certification, issuance, and supplies;
4. Supervise the DFNS Program application process at the local level if needed; **and**
5. Provide assistance in updating the county contact roster annually and as changes occur.

#### **G. Training**

In a joint effort, county and State staff should work together to ensure that county staff is trained to the greatest extent possible on the following topics:

<b>Topic</b>	<b>Specific Issues</b>
Disaster Food and Nutrition Services (DFNS) Program Policy	How eligibility, verification, and issuance for the regular program differ from the Disaster Food and Nutrition Services Program.
Fraud Prevention and Program Integrity	Formal fraud control measures in place; fraud control strategies; duplicate participation checks; <b>and</b> special procedures for staff applications.
Public Relations	Who is authorized to issue statements?
Personnel Matters	Transportation to sites, hours, breaks, pay, safety, and stress issues for workers, and tips on communication with disaster victims.

#### **H. Selecting Application Sites**

The county director of social services, with input from the Division of Social Services, must decide the number and location of DFNS application sites. The chosen site(s) must be logistically sufficient. The size of the building, security, and accessibility are factors that must be explored when choosing a location.

In any disaster, the county director of social services/designee works with the county emergency management center in determining needs and obtaining necessary supplies. County emergency management staff

works with state emergency management staff who can in turn request assistance from Federal Emergency Management Agency (FEMA) in obtaining needed supplies. Areas for consideration are:

1. Crowd Control Issues;
2. Portable Toilets;
3. Ice and Water; **and**
4. Emergency Generators.

The factors in the following table should be considered when determining the number and placement of application sites.

<b>Factor</b>	<b>Examples</b>
Is public transportation and adequate parking available?	Shuttle service from other location(s), parking, possibly limited to handicap vehicles, large conference center type facility.
Is the site accessible to trucks or other large vehicles?	Sanitation, medical services, delivery of food, water, supplies, etc.
Are facilities accessible to the elderly and disabled, or can they be made more accessible?	Wheelchair ramps, bathroom facilities, separate location/room for elderly and disabled, ample seating.
Are sites accessible to all affected segments of the community?	Sites spread geographically over the area, large centrally-located stadium with easy access, mobile vans for elderly/disabled centers.
Is adequate power available?	Electricity, generators, fuel.

**NOTE:** The local county director of social services should always consult with the State DSS when an application site will be located in a facility other than the normal place of business.

## **I. Disaster Operations Checklist**

There are several areas of concern when preparing to operate a DFNS Program. Several of those concerns/issues are addressed in the following checklist.

1. Is the application site logistically sufficient - size of building, security, and accessibility?
2. Is the site well equipped with supplies – applications, eligibility checklists, worksheets, desktop supplies, handouts, telephones, copy and fax machines, etc.?
3. Is adequate staff available to handle crowd control, application taking, and processing?
4. Is bilingual staff available if needed?

5. Are human needs being met? Are the following available: water and cups, portable toilets, shaded areas for sunny weather, places for disabled/elderly to sit, and medical assistance if needed?
6. Has the public been informed of the following: site locations, hours of operation, eligibility information, and what to expect during the application process? Were appropriate press releases issued?
7. Is the issuance site a secure location?
8. Are there security personnel assigned to the issuance site?
9. Will the layout of the issuance area allow for proper traffic flow?
10. Are EBT cards and manifests being kept in a secure location when not in use?
11. Are EBT cards and manifests being kept out of the sight of applicants?
12. Are procedures in place for taking and processing employee applications?

#### **J. Site Layout**

The county director of social services/designee must immediately establish the layout of the application site and traffic flow through the facility. Develop a flow chart identifying the layout and traffic flow through the site and use it while setting up and managing the site. A flow chart will assist in spotting potential bottlenecks and other trouble spots, as well as identifying staffing, security, supply, and other administrative needs.

**NOTE:** Consult with police or other security personnel in developing or making changes to the layout and traffic flow within the site. In previous disasters, the layout of the application site, including the location of portable toilets, has been an issue because of reports of threatened robberies or violence.

Some suggested aids to address the layout and traffic flow issues are listed in the following table.

<b>Use...</b>	<b>Example(s)</b>
Ropes and Barriers	<ul style="list-style-type: none"> <li>• Establish lines</li> <li>• Block or limit access to secure areas</li> <li>• Direct traffic flow through site</li> </ul>
Signs	<ul style="list-style-type: none"> <li>• IN/OUT</li> <li>• "There is a three-hour wait from here. Applications will be taken at this site until 7:00 p.m. every day through Friday."</li> </ul>

Checkpoints	<ul style="list-style-type: none"> <li>• Set-up just outside the facility to provide applicants with a number giving the order they will be seen and to control who comes into the site.</li> <li>• Monitor applicants before they enter interview area ensuring the application is complete and maximize confidentiality of interviews.</li> </ul>
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## **K. Disaster Food and Nutrition Services Planning and Implementation**

The following list includes several items that should be addressed prior to a disaster. This list can serve as a guide to help your agency stay prepared for a disaster throughout the year. Several of the items included can be stored indefinitely in a secure location. It is recommended that your agency prepare a “Disaster Kit” for use should a disaster strike.

### **1. Supplies Needed for Taking Applications**

- a. General office supplies (staplers, pens, etc.).
- b. Laptop computer and power source. Secure at least two battery packs.
- c. Cellular phones if away from normal communications resources.
- d. Copy machine, toner, and paper if using a facility other than DSS building.
- e. Forms:
  - DSS-1432 - Disaster Application
  - Desk Reference Guide for the application
  - DSS 8650 - Notice of Information Needed to Complete Your Application
  - DSS 1688 - Authorized Representative Form
- f. Handouts: EBT tip cards, EBT Handbooks in Spanish and English

**Note:** Designate a County Contact Person. This person will receive information from the State Office and relay information to county staff. This person will also provide information to the State Office upon request, i.e., the number of applications taken each day.

### **2. Facilities to Consider Using for a Disaster Food and Nutrition Services Program**

Consider whether the facility chosen has adequate parking, restrooms, telephones, tables, chairs, etc. Consider whether



waiting applicants may be subjected to inclement weather conditions. If the disaster is pending, select an alternate site in case the primary site is unavailable for any reason. The following sites may be considered:

- a. DSS;
- b. Schools;
- c. Churches;
- d. Fire departments;
- e. Community colleges;
- f. Other county buildings;
- g. Vacant storefront buildings; **and**
- h. National Guard Armories.

**3. Crowd Control Strategies**

- a. Utilize DSS staff;
- b. National Guard personnel;
- c. DSS agency security officers;
- d. Police or deputy sheriffs if available; **and**
- e. Determine how to provide special accommodations for elderly, handicapped, and sick applicants.

**4. Procedures for Serving Large Numbers of Applicants Timely**

- a. Train and use staff from other DSS units to interview applicants; **and**
- b. Assign staff to orally present rights and responsibilities, penalty warning, and clarify basic eligibility requirements to applicants while they are waiting to be seen.

**5. Divide Staff by Teams, Expertise, or Duties to Cover All Tasks Required**

- a. Divide staff to teams and assign a team leader to each group. Assign teams to:
  - Log in and screen applicants;
  - Distribute informational pamphlets/brochures;

Conduct interviews;  
Research and assign ID numbers;  
Process applications;  
Match up verifications received with pending applications;  
Key completed applications in North Carolina Families  
Accessing Services through Technology (NC FAST);  
Set up and maintain files for each application;  
Distribute EBT cards; **and**  
Man telephones to receive disaster calls and questions  
about applications.

- b. Contact the State Office to get assistance from other counties if needed. Be prepared to specify the type of workers needed and what their job will be.

**6. Announcing the Availability of the Disaster Food and Nutrition Services Program**

- a. Local radio stations;
- b. Local newspaper;
- c. Director or County Manager communicate disaster program to the news media using press release information provided by the State Office; **and**
- d. Produce and distribute flyers upon notification that you are a disaster county. Distribute in places that potential applicants may visit or will see and pick up a flyer, including grocery stores, courthouse, churches, laundromats, shelters, etc.

**NOTE:** The State's Public Affairs Office will also issue press releases and be available to counties if needed.

**7. Security Considerations for EBT Card Distribution**

- a. Identify secure storage site for EBT cards;
- b. Prepare to have security personnel available to safeguard EBT cards during distribution; **and**
- c. Allocate at least two persons to man EBT card distribution area at all times.

**8. Providing EBT training:**

Distribute EBT training materials when EBT cards are issued. The training materials include EBT tip cards and EBT handbooks.

## 9. Record Keeping, Filing Systems, and Tracking Applications

- a. (NC FAST) will track all disaster FNS applications, approvals and denials. This will prevent the duplication of benefits.
- b. If applications go out to another county for keying, maintain a list or photocopy the front page of each application in order to track their location and ensure that all are returned.
- c. Key completed applications in order based on the date of application. This helps track multiple applications made by the same household, especially if there are several application sites. This will also allow benefits to be placed in EBT accounts as timely as possible. Since the client will have the EBT card in his/her possession, this should reduce client benefit inquiries to DSS and the EBT Call Center.
- d. Track separately Applications Pending Information. Assign staff to monitor verifications received and ensure that information is matched with its application.  
**Keep in mind that this is a Disaster Food and Nutrition Services Program and normal verification procedures are often waived.**

## 10. Using Reports Received/Disseminating Information

- a. Consider placing daily reports identifying approved/denied applications in a specific area for easy reference to determine the status of completed applications.
- b. Consider developing a team to receive disaster calls and answer questions about the status of disaster applications.
- c. Consider developing a single message to enter on all voice mail messages regarding the status of the agency during the disaster period, freeing up staff from answering phones during this time.

## 11. Other Considerations or Special Circumstances

- a. When preparing for an impending disaster, consider that some staff may be involved in emergency shelter duty in addition to other tasks.
- b. Remember that USDA defines the duration of a Disaster Food and Nutrition Services Program. Application taking may occur on a weekend. Decide what hours to take applications on weekend days, if applicable.

- c. Determine a “Plan B” for as many aspects of disaster planning as possible.

## **L. Fraud Prevention**

A comprehensive fraud prevention strategy includes controls within the program, at the application site and through public relations efforts. There are different types of fraud for which preventive measures should be taken at the application/issuance site. NC FAST will track all disaster FNS applications, approvals and denials. This will prevent the duplication of benefits.

1. Duplicate participation;
2. False information on application (e.g., household size, income);  
**and**
3. Employee fraud.
  - a. To prevent employee fraud, there must be a separation of duties for certification and issuance of benefits. Employees are designated to interview and complete applications. Once the application is completed, the application will be assigned to a separate employee to be entered into NC FAST for issuance of benefits.
  - b. Once the applicant completes his/her application for DFNS benefits, they will be taken to a separate area to receive an EBT card that has not been activated.
  - c. Employees involved with the DFNS process, who wish to apply for benefits for themselves, will be directed to the appropriate supervisor designated for completing employee applications. All employees will be provided with times, locations and procedures for completing applications for themselves and their families.
  - d. Employees will be informed in advance that 100% of employee applications are subject to audit.

Counties work with their local Food and Nutrition Services Representatives to develop strategies to combat fraud and to respond to issues as they develop during the disaster operation. Food and Nutrition Services and Quality Control staff are available to ensure that program accuracy and fraud issues are addressed proactively and reduce the likelihood of costly and time-consuming audits.

## **M. Public Information to Applicants and Retailers**

A comprehensive public relations strategy will be employed during the course of the disaster. This effort will include activities at the application site. All public relations strategies will be coordinated through the Department of Health and Human Services’ Public Information Office. Local departments of social services may request the Division of Social

Services for assistance with press releases and news conferences concerning disaster benefits if needed.

1. The Division will disseminate information to The Carolinas Food Industry Council (CFIC), a trade organization of both North and South Carolina, whose mission is to improve the public image, effectiveness and profitability of companies in the food industry. This information will make retailers aware of the operation of a Disaster Food and Nutrition Services Program which will affect food retailers in North Carolina. Information shared with the council may include but is not limited to any waivers such as hot food waivers, estimated number of new Food and Nutrition Services clients and the timeframes of the disaster application process to include the application taking dates.
2. Public Announcements concerning the program requirements, application dates and sites will be made via newspaper, radio and television when possible. Applicants will be notified of anti-fraud measures which are in place in these announcements. See sample press release on page 14.
3. Signs and fliers will be visible and distributed at each application taking site concerning program requirements, eligible foods that can be purchased, as well as information for anti-fraud measures. Applicants will also be provided with the toll free number to Customer Support, to report applicant and recipient fraud.

#### **N. Media Releases**

Media releases should be issued by both the State and county and prepared from factual information obtained from everyone to include State Office staff, County Emergency Management staff, County Director, and Regional Office staff.

The content of the releases should contain information regarding the Who, What, When, and Where of the disaster situation. Information regarding fraud should be included in at least two media releases. Please refer to sample press releases that follow.

#### **SAMPLE PRESS RELEASE** ***(Initial and Intermediate)***

Federal and State officials have announced that disaster Food and Nutrition Services benefits will be issued to eligible residents of (enter county name) county. Residents not usually eligible for Food and Nutrition Services may qualify temporarily if they have losses because of the (type of disaster). Eligibility depends on income, resources, and the amount of loss for the household. The income limit for a family of four is (enter amount). You can apply for disaster Food and Nutrition Services benefits at (enter name and address/location) for (enter number of days) day period beginning (enter day/date) during the hours of (enter office hours).

When you apply for Food and Nutrition Services benefits, bring a photo ID or two other proofs of your identity. Other information you will need includes your home address and the names of all household members and their social security numbers. You will also need to provide income and resource information. If you currently receive Food and Nutrition Services benefits, you should (enter appropriate procedure).

It is very important that you give complete and accurate information during the application process. Your application is subject to review by State and/or federal personnel. If you break the Food and Nutrition Services Program rules, you will be required to repay the benefits. You may also be taken to court and fined, sent to prison, or both.

You will receive a Food and Nutrition Services Electronic Benefits Card when you apply for disaster Food and Nutrition Services. If your application is approved, your card will be activated and you will receive an approval notice in the mail.

You should apply for Food and Nutrition Services benefits in the county where you live. For further information, contact the (enter county name) Food and Nutrition Services Office at (enter telephone number).

### **SAMPLE PRESS RELEASE (Fraud)**

The U.S. Department of Agriculture warns that it is illegal to apply more than once for disaster Food and Nutrition Services assistance related to losses suffered in the **(name of disaster.)**

The USDA began a disaster Food and Nutrition Services program on **(date)** for **(type of disaster)** victims in **(name of County)**.

To assure that only qualified applicants receive the help they need, North Carolina and USDA officials have installed a computer system to guard against duplicate applicants and will match reported income against records at the Employment Security Commission.

Those who knowingly obtain benefits to which they are not entitled will be required to repay them. Those who violate Food and Nutrition Services rules in excess of \$100 but not more than \$500 may be disqualified from future eligibility and could face criminal prosecution resulting in fines of up to \$10,000 or prison terms for not more than five years or both.

Anyone who knows of possible acts of fraud in the disaster issuance of Food and Nutrition Services is encouraged to report the fraud to the USDA toll-free hotline **(1-800-XXX-XXXX)**, or to the local Department of Social Services at **(telephone number)**.

**NOTE:** This press release cannot be used without USDA's approval since the notice appears to be issued by USDA.



### **III. DISASTER RESPONSE**

State and county agencies must act as quickly as possible when responding to a disaster. The State depends on information provided by affected counties. Much of this information is received from county emergency management officials through their contact with state personnel. The Division of Social Services works closely with the State Emergency Response Team (SERT) to coordinate disaster activities throughout the state.

#### **A. Sequence of Events**

##### **1. State Division of Social Services**

- An Emergency Command Center (ECC) is established and manned by Division management and designated personnel. ECC staff answers questions from affected counties, secures and arranges for supplies, and assists counties as needed.
- Information regarding the ECC and who is in charge is provided to everyone involved at the State and county level. All directives are issued from this individual or their office.
- All staff report to the regular duty stations where they are briefed on special assignments due to the disaster.
- Reorganization and/or special training are conducted as required.
- Each section chief prepares and forwards a roster of personnel available to work regular and overtime hours to the ECC.
- State staff assigned to affected counties contact the local DSS contact person(s) regarding regular and disaster business.

##### **2. Affected County Department of Social Services**

- The affected county agency contacts Emergency Management for information on damage assessment and provides the State with damage assessment information which includes:
- The number of households potentially eligible for Disaster Food and Nutrition Services benefits considering the income of the residents in the affected area;
- The number of households in the affected area already receiving Food and Nutrition Services; **and**



The type and degree of damage in the affected area.

The county director of social services/designee is involved in the decision making process as it relates to the method of handling the disaster, including the procedure selected for potential and ongoing Food and Nutrition Services recipients.

The scope of devastation in the disaster area and the estimated length of time it will take to return to normal activities determine the selection. Choices for handling the disaster include:

- Regular Food and Nutrition Services Program;
- Modified Food and Nutrition Services Program (MFSP);
- Disaster Food and Nutrition Services Program (DFSP); **and**
- Commodities.

Once a decision has been made regarding which disaster feeding program is appropriate for the disaster, the affected county also:

- Coordinates disaster response in his county. This includes assigning county staff to:
- Assist with the Food and Nutrition Services application process and/or issuance;
- Work in shelter operations, if applicable; **and**
- Work with other relief programs the agency is assigned to administer.

**NOTE: Consideration should be given to DSS employees who are affected by the disaster. Designate members of management to take employee applications. County employee applications will be investigated as needed.**

- Determines site(s) for disaster relief activities.
- Coordinates all activities with ECC.

### **3. State Division of Social Services Economic and Family Services Section**

Once a disaster assessment has been made and a decision regarding which Food and Nutrition Services program is appropriate to operate, the Economic and Family Services Section takes the following actions:

- Provides the format for and collects data through local support staff pertaining to damage assessment. The section

will obtain as much information as possible from the State Emergency Response Team (SERT);

- Forwards data and request for a Modified or Disaster Food and Nutrition Services Program to the U.S. Department of Agriculture, Food and Nutrition Service (USDA/FNS);
- Expands the current Help Desk to answer questions from county staff, clients, and the general public;
- Provides training on application process;
- Maintains daily contact with USDA/FNS;
- Provides daily reports to USDA/FNS;
- Secures and arranges for supplies;
- Uses NC FAST to provide data to USDA;
- Maintains constant contact with affected counties; **and**
- Provides training to local agencies regarding the Food and Nutrition Services option chosen in response to the disaster.

**B. Application for Operation of a Disaster Food and Nutrition Services Program**

If all or part of the county suffers a disaster that meets the necessary requirements for applying for a Modified or Disaster Food and Nutrition Services Program, the Division of Social Services, in consultation with the affected counties, will submit an application to USDA/FNS.

Immediately following and no later than 24 hours after occurrence of a disaster, the designated State staff contacts the affected county's contact person to assess damages and determine the county's interest in pursuing an application for the Disaster Food and Nutrition Services Program.

The designated State staff member immediately notifies the State Office of the county's intention to request a Disaster Food and Nutrition Services Program and assists in completing the required assessment.

Counties are responsible for providing information necessary to operate a Modified or Disaster Food and Nutrition Services Program. Counties must submit the information described in Part C. in order for the Division of Social Services to request a Disaster Food and Nutrition Services Program. The information must be provided as soon as possible and should be faxed to the Economic and Family Services Section at 919-334-1265.

### C. Required Application Information

Include the following items in the county request for a Disaster Food and Nutrition Services Program application:

Requirement	Specify
Dates	The date the disaster began
Area	<p>Provide a detailed description of the geographic area or part of the county in need of assistance.</p> <p>Attach a detailed area map defining the affected area. Pinpoint areas where homes/businesses were damaged/destroyed in the disaster.</p> <p>Describe:</p> <ul style="list-style-type: none"><li>• Total number of homes destroyed;</li><li>• Total number of homes with major damage; <b>and</b></li><li>• Total number of homes with minor damage</li></ul> <p><b>NOTE: The Economic and Family Services Section will secure as much of this information as possible from SERT.</b></p>
Need	<p>A determination, with substantiation, indicating households in the affected area are in need of disaster assistance because the ongoing Food and Nutrition Services Program cannot meet the food needs of these households. Counties will need to provide data concerning the demographics of the affected area.</p> <p>Include a description of the increased demand on the existing emergency food sources or the necessity of feeding sites.</p> <p>Provide estimates for:</p> <ul style="list-style-type: none"><li>• How long households are expected to be adversely affected by lack of power, water, and heat;</li><li>• How long families will be out of work due to the disaster; <b>and</b></li><li>• Time needed to repair homes to enable families to live in them.</li></ul>
	<b>NOTE: The Economic and Family Services Section will secure as much of this information as possible from SERT.</b>
Substantiation	Provide supporting facts such as a statement from the Federal Emergency Management Agency (FEMA) representative, SERT, Red Cross, etc.
Commercial Food Distribution	The following is normally done by the USDA Regional Office staff:

Outlets	<p>Provide a statement with substantiation that commercial channels of food distribution have been disrupted and restored.</p> <p><i>Disruption:</i></p> <ul style="list-style-type: none"> <li>• Severely hampered transportation to retail and wholesale outlets;</li> <li>• Closing of retail and wholesale food outlets;</li> <li>• Significantly hampered delivery of food products to food outlets;</li> <li>• Significantly shortened hours of operation for food outlets, restricting opportunities to purchase food;</li> <li>• Unusually heavy demand on food outlets so that normal opportunities to purchase food are significantly hampered;</li> <li>• Power failure that restricts operation of food outlets.</li> </ul> <p><i>Restoration:</i></p> <ul style="list-style-type: none"> <li>• Conditions or operations have improved to the extent that households have reasonable access to food outlets.</li> </ul> <p><b>NOTE: If the President has declared the area a major disaster, only provide substantiation that commercial channels of food distribution are available.</b></p>
Estimate of Eligible Households	Provide an estimate of the number of potentially eligible households. The total figure includes on-going recipients.
Application Sites	Provide an assessment of available application/card issuance sites. Include proposed agreements with other agencies or locations to handle certification and issuance functions, if applicable.
Authorization Period	Provide a recommendation of how long it will take to accept and process applications from disaster victims. This request should be from three to ten calendar days.
Benefit Period	<p>Provide a recommendation of how long the benefit period should be, from one-half to one full month.</p> <p>Base this recommendation on the severity of the disaster, estimated time for affected households to resume work, estimated time to return to their homes, etc.</p>
Current Food and Nutrition Services Recipients and Disaster Benefits	<p>Currently participating households may also be eligible for Disaster Food and Nutrition Services (DFNS) benefits. Since Food and Nutrition Services benefits may be replaced for these households, DFNS allotments may be reduced by the regular monthly allotment.</p> <p>Indicate whether replacement Food and Nutrition</p>

	<p>Services benefits will be sufficient or if households need to be given additional benefits to bring the allotment up to the maximum benefit level.</p> <p>Determine if automatic replacements are needed or if replacements can be issued on a case-by-case basis.</p> <p><b>NOTE: The State will consider requesting automatic benefit replacement for ongoing Food and Nutrition Services households if the scope of the disaster warrants such.</b></p>
Security Resources	<p>Provide a description of resources available to:</p> <ul style="list-style-type: none"> <li>• Protect EBT cards;</li> <li>• Protect staff; <b>and</b></li> <li>• Provide crowd control.</li> </ul>
Fraud Control Measures	<p>Provide information for:</p> <ul style="list-style-type: none"> <li>• Conducting checks for duplicate participation,</li> <li>• Preventing fraudulent applications; <b>and</b></li> <li>• Dealing with suspected fraud.</li> </ul>

**D. FNS Response to an Application for Operation of a Disaster Food and Nutrition Services Program**

1. Approval

If the State's request for a Disaster Food and Nutrition Services Program is approved, FNS authorizes the use of disaster certification and issuance procedures. The approval specifies the geographic boundaries and time frames covered for the Modified/Disaster Food and Nutrition Services Program. It also provides for specific policy to be used in taking and processing applications. Notice of approval may be made in person or by telephone, followed by written confirmation to the State Division of Social Services. Counties will be notified of the approval as soon as possible. **Upon approval, Economic and Family Services finalizes an administrative letter to provide counties with the policy specific to the disaster.**

2. Denial

If the application for a Disaster Food and Nutrition Services Program is denied, FNS notifies the State Division of Social Services. The Division may request that FNS review its decision if additional information is available to further substantiate the application.

Within 24 hours of receipt of the denial, the Economic and Family Services Section will verbally notify the county. Written confirmation follows the verbal notification.

## **E. Application and Issuance Sites**

Refer to Section II for checklists and recommendations on application and issuance sites. The objective is to reduce wait, ensure safety of crowd/staff, and reduce the potential for fraud and theft.

## **F. Taking and Processing Disaster Food and Nutrition Services Applications**

### **1. Filing an Application**

The household must submit a completed application to a certification site in person or through a disaster representative. A disaster representative is an individual authorized to apply for and receive benefits on behalf of a household. A signed statement from the head of household or spouse is acceptable documentation when allowing a disaster representative to apply/receive benefits. Do not require the household to complete an authorized representative form.

**NOTE:** The application form may be a regular Food and Nutrition Services application, the [DSS-1432](#), or another USDA approved form. Counties will be notified via an administrative letter as to what form to use for applications.

The household must file the application during the period authorized by USDA to accept applications for Disaster Food and Nutrition Services assistance.

The applicant must be interviewed and advised of his rights and responsibilities and of the length of the certification period for Disaster Food and Nutrition Services assistance. Advise the household of the civil and criminal penalties for violations of the Food Stamp Act. This information is contained on the Disaster Food and Nutrition Services application.

Distribute the “Important Disaster Food and Nutrition Services Program” handout to provide applicants with general program facts. This may be modified to meet the needs of a particular disaster.

The interview is an official discussion of the household’s circumstances and should allow the interviewer to quickly assess a household’s situation. To ensure applicants are treated consistently, staff (including volunteers) should be trained on policies appropriate to their job. Interviews may be conducted by:

- Eligibility workers or other agency personnel;
- Volunteers; **and**

- Disaster relief agency personnel.

The interviewer may interview any of the following:

- Head of household;
- Spouse;
- Responsible household member; **or**
- Authorized disaster representative (DR)

The interviewer's responsibilities include:

- Reviewing the application form;
- Answering all questions and ensuring the information is understood by all parties;
- Ensuring the application is signed and dated by the responsible member or DR and the interviewer;
- Informing the applicant of his rights and responsibilities, including his right to a fair hearing civil and criminal penalties, post-disaster review information and proper use of benefits; **and**
- Referring the applicant to other disaster-related programs as appropriate.

**NOTE:** Obtain verification of eligibility factors (e.g., identity, etc.) by examining and documenting any forms, cards, ID's, etc. the applicant may have in his/her possession during the interview. It is recommended that copies of verification documents be made when possible.

Interviewing applicants and processing applications may be done by one individual or the duties may be separated. Keep in mind that only DSS employees are allowed to process applications.

Once the applicant has applied for Disaster Food and Nutrition Services benefits, provide the applicant with the following:

- A disaster EBT card;
- EBT training materials;
- An explanation that disaster benefits are expunged from the EBT account after 12 months; **and**
- An explanation of what an individual can purchase with Food and Nutrition Services benefits. If the program allows for the purchase of prepared foods from grocery stores, inform the applicant. (This is decided at each disaster and will be addressed in the administrative letter.)

The Economic and Family Services Section recommends that agencies establish an EBT Card issuance site within their agency. Security should be present at this location, but the location should

be easily accessible for applicants. Two or three DSS employees should staff the EBT Card issuance site. Their duties will include:

- EBT card issuance;
- Attaching the SUI and PAN number peel off sticker to the Disaster application;
- Obtaining client signatures on the EBT card manifest;
- Signing the manifest when issuing an EBT card to verify issuance; **and**
- Providing EBT training materials and information.

**NOTE: The purpose of the new and improved EBT card delivery method is to expedite card delivery and receipt of benefits. This means that no applicant should be required to return to DSS to receive an EBT card. ALL applicants must receive an EBT Card on the day he/she applies for benefits.**

## 2. Eligibility Requirements

Requirement	The Household...
Household Composition	<ul style="list-style-type: none"> <li>• Consists of persons who are living and purchasing food together during the disaster period. Persons with whom the applicants are temporarily staying during the disaster period are considered a separate household.</li> </ul>
Residency	<ul style="list-style-type: none"> <li>• Must have been living in the disaster area at the time of the disaster;</li> <li>• May be eligible if temporarily living outside the disaster area but within the disaster area at the time of the disaster.</li> </ul>
Purchase Food	Must plan on purchasing food during the benefit period
Adverse Affect	<p>Must have experienced at least one of the following adverse affects:</p> <ul style="list-style-type: none"> <li>• Lost food or Food and Nutrition Services benefits;</li> <li>• Damage to or destruction of the household's residence or self-employment business;</li> <li>• Disaster-related expenses not expected to be reimbursed during the benefit period (e.g., home or business repairs, temporary shelter expenses, evacuation expenses, home/business protection, disaster-related personal injury including funeral expenses);</li> </ul>



	<ul style="list-style-type: none"> <li>• Lost or inaccessible income, including reduction or termination of income or a delay in receipt of income for at least half of the benefit period;</li> <li>• Inaccessible liquid resources (e.g., the bank is closed due to the disaster)</li> </ul>
Resource Test	<p>Liquid resources (cash readily available and all funds in checking and savings accounts) must be less than \$2000 (\$3000 or less if someone in the household is age 60 or older).</p> <p><b>NOTE:</b> The resource test may vary from one disaster to another.</p>
Income Test	<p>The total income received (or expected to be received) during the benefit period minus a deduction for disaster-related <b>expenses</b> shall not exceed the allowable income limit.</p> <p><b>NOTE:</b> The income test may vary from one disaster to another.</p>

In past disasters, questions have arisen on the following special cases:

- Shelter Residents – An applicant who is staying in a shelter, but not expected to remain there for the entire benefit period **is** eligible for benefits.
- Pending Applications – If an applicant has an application pending for the regular program, he is **not** an ongoing recipient for the purposes of determining eligibility or amount of disaster benefits.

The following are definitions and terms related to the income and resource test:

Term	Definition
Accessible Liquid Resources	<p>Includes cash on hand and funds in checking and savings accounts.</p> <p><b>Do not</b> include IRA accounts, 401K accounts, disaster insurance, or disaster assistance received or expected to be received during the benefit period <b>or</b> payments from federal, State or local government agencies, or disaster assistance organizations.</p> <p><b>NOTE:</b> Policy is addressed in an administrative letter.</p>
Deductible	Expenses the household <b>has paid or expects</b>

Disaster-Related Expenses	<b>to pay</b> during the disaster benefit period.  If the household receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.
Disaster Benefit Period	The period for which disaster benefits are issued (usually one month)
Income	The combined gross earned and unearned income of household members
Maximum Disaster Benefit	An allotment equal to the maximum monthly allotment established for the regular Food and Nutrition Services Program for the appropriate household size.

### 3. Verification and Documentation

Verification rules are usually eased during a disaster to reduce administrative burdens and reflect the reality that households and eligibility workers will not have access to usual verification sources.

Some things **must** be verified, some things should be verified where possible, and others can be verified if questionable.

The following table outlines **possible** verification requirements. Keep in mind that policy is issued via an administrative letter and this chart is subject to change with every disaster situation.

Applicant Info	Status	Verification Methods
Identity	Mandatory	<ul style="list-style-type: none"> <li>• Photo ID</li> <li>• Two documents that verify ID and residency</li> <li>• A signed affidavit from a collateral contact attesting to the ID of the applicant</li> </ul>
Residency	Where Possible	<ul style="list-style-type: none"> <li>• Utility bills, tax bills, insurance policies or bills</li> </ul>
Household Composition	If Questionable	<ul style="list-style-type: none"> <li>• Collateral</li> <li>• After taking the application, the eligibility worker may ask applicant to orally list the names, ages, and birthdays of all household members</li> </ul>
Income	Where Possible	<ul style="list-style-type: none"> <li>• Check stubs</li> <li>• Client's written and signed statement</li> <li>• Telephone call to employer</li> </ul>
Loss or	Where	<ul style="list-style-type: none"> <li>• Obtain a list of banks closed</li> </ul>

Inaccessibility of Liquid Resources	Possible	due to the disaster and compare with damage maps
Food Loss	If Questionable	<ul style="list-style-type: none"> <li>• Ensure residence is within the most seriously damaged areas</li> <li>• Check with the power company</li> </ul>

4. Disposition of Pending Regular Food and Nutrition Services Applications

The decision concerning the disposition of regular Food and Nutrition Services applications pending when a disaster occurs will be made post-disaster. The policy instructions will be based on the size of the disaster and the timing of the disaster. Instructions will be issued via an administrative letter prior to implementation of a Disaster Food and Nutrition Services Program.

5. Individuals living temporarily outside the disaster area and affected by the disaster situation would be given the opportunity to apply for benefits through an Authorized Representative applying on their behalf or if fax capabilities are available, the individual could receive and submit an application via fax. According to the magnitude of the disaster, North Carolina may request a waiver to allow individuals the opportunity to apply for disaster benefits in the temporary living address.

**G. Determining Eligibility**

The following may not be considered in determining eligibility for Disaster Food and Nutrition Services benefits. The determination is not made until USDA approves a Disaster Food and Nutrition Services Program.

1. Student status;
2. Striker;
3. Work program participant;
4. Citizen or Alien; **or**
5. Someone disqualified under the regular Food and Nutrition Services Program.

**H. Application Processing**

Process all applications promptly to provide benefits the same day or the day following the date the application is filed. Benefits must be available no later than three days after the application is filed. It is important to key both approvals and denials as timely as possible.

**NOTE:** Eligibility/ineligibility must be documented on the Disaster Application form.

**I. Benefit Amount**

If the benefit period is a full month, issue eligible households the full benefit allotment for the household size. If the benefit period is one-half month, issue one-half the full benefit allotment for the household size, rounded up to the nearest dollar. The no-prorate indicator is automatically populated with an “N” for every disaster case; therefore, NC FAST will not prorate disaster benefits.

**J. Procedures for Preventing Duplicate Participation**

A system to detect and prevent duplicate applications for the Disaster Food and Nutrition Services Program must be followed. The State will issue a daily cumulative report that identifies Food and Nutrition Services case dispositions. NC FAST will track all disaster FNS applications, approvals and denials. This will prevent the duplication of benefits

It is important to search individuals thoroughly to ensure that duplicate participation will not occur.

**K. Reporting Requirements**

Disaster Food and Nutrition Services certification activities must be reported to FNS daily during the disaster authorization period. To accomplish this requirement, the county director of social services/designee must be available to provide information on the number of applications taken and the number of pending applications. The Division of Social Services consolidates the daily reports of each county department of social services and submits one report to FNS.

**L. Economic and Family Services Help Desk**

The Economic and Family Services Help Desk staff will be available to answer policy and procedure questions throughout the Disaster application period and during the recovery process. Submit all policy and procedure questions to the Help Desk.

**IV. EBT CARD DELIVERY**

Ensuring accessibility of EBT cards for on-site issuance is critical since applications/issuance sites may operate beyond usual business hours and/or on weekends.

Preparation for EBT card delivery must take place prior to a disaster. County departments of social services must make prior arrangements for the secure storage and delivery of EBT cards. Counties must arrange for secure storage at

or nearby the EBT card issuance site(s) so that the movement of EBT cards is minimized. Security for EBT card issuance staff and EBT cards must also be addressed during business hours.

When a disaster occurs and preparation for operating a Disaster Food and Nutrition Services Program takes place, the Economic and Family Services Section will arrange EBT card delivery to a designated location within the affected counties. The Economic and Family Services Section and counties will determine the number of cards needed per county. EBT cards marked "DISASTER FOOD AND NUTRITION SERVICES CARD," and training materials will be delivered to specified counties that may operate a Disaster Food and Nutrition Services Program.

EBT cards will be packaged in boxes containing 250 cards each. Each box will also contain a manifest. The county DSS must keep accurate records of EBT card receipt and delivery. The applicant must sign and date the manifest upon receipt of the EBT card. The employee who issues the EBT card must also sign and date the manifest.

1. Number of Cards Stored in North Carolina

25,000 Disaster EBT Cards will be stored in North Carolina. Cards will be produced by NC's vendor in the amount of 5,000 cards per day to be delivered to the State Office. When a disaster is evident within the state, NC will request the vendor to begin daily shipment of additional cards.

2. Security During Delivery

The cards have no value until specific information is entered into NC FAST at the local level. However, delivery of the cards will be coordinated with law enforcement or military security for safe delivery.

3. Methods of Distribution

Several methods of distribution are available. The delivery point that is most desirable is the physical location of the county department of social services. Depending on resources available, and other situations such as the need for a group meeting for training, delivery to a central geographic location, such as a DSS Field Office, may be necessary and desirable. In this case, county departments of social services would receive their cards and PIN mailers at the central site.

a. Common Carrier

A common carrier, such as Federal Express, can be used in a disaster when it is more beneficial to utilize this type of service. This service would most likely be used in a limited disaster in a few counties. This method will be used when other delivery options are not available or are not necessary.

b. State DSS Staff

Staff within Economic and Family Services and other State DSS staff can deliver cards with the use of state or personal vehicles. This method can be used when other delivery methods are not available or delivery by other carriers does not meet the delivery time frame required. This method can be used when there are no security concerns.

c. SERT

When circumstances dictate and delivery by common carrier or state staff is not possible or desirable, the Division will request delivery through the SERT. SERT will have the responsibility of determining the delivery method. There would be a clear understanding of the time frames that must be met and the location for the pick up and delivery of the cards. Economic and Family Services staff would work through the Division's SERT representative for the delivery of cards.

**NOTE:** Only full boxes of EBT cards can be returned to the State Office. Partial boxes of EBT cards **cannot** be returned to the State Office, and the county is responsible for providing a secure storage area for those partial boxes. This should be considered when determining how many boxes of EBT cards to use during card distribution. Counties are not billed for EBT cards until an EBT account is created. At that point, charges are incurred per case month.

County agencies will need to develop procedures for ensuring that the correct SUI and PAN numbers are entered in NC FAST for the corresponding application, as this is how benefits are linked to the EBT card.

Applicants will take their application to a designated site to pick up their EBT card. A sticker located on the EBT card that contains the SUI and PAN numbers should be attached to the individual's application when the EBT card is issued. This will assist staff with keying the SUI and PAN numbers correctly. The PIN for the EBT card is the last four digits of the card. Customers should be notified of how they can change their PIN should they wish to do so.

**NOTE:** In an **effort** to ensure that EBT cards and benefits are delivered as quickly as possible, all applicants will receive an EBT card. Applicants must be informed that benefits will not be available on the EBT card until the application is approved. Applicants should wait until the following business day before attempting to use their EBT card. Individuals whose applications are denied will not have any benefits placed on their EBT cards.

## **Manual Vouchers**

North Carolina will use the usual manual voucher process if phone lines are working. NC will evaluate the need for an alternative emergency voucher process depending on the severity of the disaster. The manual voucher process entails the retailer calling into the EBT host's call center, receiving approval for the purchase amount with an authorization number. North Carolina's EBT Call Center is equipped with emergency generators for operation during power failures.

## **V. DISASTER RECOVERY**

### **A. Transition to the Regular Food and Nutrition Services Program**

Households cannot receive both Disaster Food and Nutrition Services benefits and regular Food and Nutrition Services benefits during the same certification period. Households that are interested in applying for regular Food and Nutrition Services benefits must go through the normal application process once the Disaster Food and Nutrition Services Program application period has ended. NC may request waivers to suspend the Employment and Training requirements as well as a waiver to extend certification periods to ease the administration burdens of eligibility staff.

### **B. Daily and Post-Disaster Reports**

Each application site will prepare a daily report and effected counties will submit a cumulative report to the Economic and Family Services Section of the Division of Social Services. This report will contain:

- Number of households approved – new and ongoing (supplements)
- Number of person approved - new and ongoing (supplements)
- Value of benefits approved - new and ongoing (supplements)
- Average benefit per household
- Number of households denied
- Number of Households receiving replacement benefits
- Amount of Replacement benefit received

North Carolina will transmit a consolidated report for this information for all effected counties.

NC will also prepare the FNS-292, Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief by the date specified in the memorandum approving the Disaster Food and Nutrition Services request from USDA. This report will not include the value of any replacements

issued since replacements are from regular FNS funds. The value of the replacements will be reported on the FNS-388, Monthly Issuance Report.



### **C. Fair Hearings**

Any household denied Disaster Food and Nutrition Services benefits is entitled to request a fair hearing. Counties will follow the instructions in Section 700 of the Food and Nutrition Services Certification Manual.

Due to the nature of the Disaster Food and Nutrition Services Program, counties should offer households a local conference to review their determination of ineligibility. Households should be given an opportunity for an onsite review by a supervisor if the household request one.

### **D. Post-Disaster Review of Certification Activities and Reporting**

The Division of Social Services conducts post-disaster case file reviews of DFNS certification activities by selecting and reviewing a sample of certified cases.

The local DSS must establish claims against households that received Disaster Food and Nutrition Services benefits for which they were ineligible. Claims must be established as soon as possible.

The Division of Social Services utilizes post-disaster review information to develop and implement corrective actions to improve Disaster Food and Nutrition Services application, certification, and benefit delivery procedures.

#### **1. Sampling Plan**

The sampling plan is divided into two categories: (1) State and County Employees; and (2) All other households.

#### **2. State and County Employee Sample**

100% of State and County employee approvals will be subject to review. The Food and Nutrition Services will review all cases, investigate cases that reflect flagrant reporting, and determine the appropriate action. Suspected overpayments and suspected fraud cases will be entered in the Enterprise Program Integrity Control System (EPICS) as suspected overissuances and referred to the County Director for appropriate action.

#### **3. All Other Households**

The state agency will select and review a sample of 0.5% up to a maximum sample size of 500 of the cases certified for the DFNSP. Following the reviews, errors identified will be analyzed and corrective actions developed and implemented. Cases identified as being over or under issued will be referred to the local agency for

appropriate action. Potential fraud cases will also be referred. Suspected overpayments and suspected fraud cases will be entered in the Enterprise Program Integrity Control System (EPICS) as suspected overissuance and referred to the County Director for appropriate action.

After the disaster and formal post-disaster review activity, NC will conduct an informal, internal review of its disaster response and compile a post-disaster report. This report may contain:

1. Lessons learned;
2. Specific additions/changes to the Disaster Food and Nutrition Services plan;
3. Recommended changes to internal policies; **and**
4. Recommended additions or changes to the Division of Social Services' policies and procedures.

The Division will also conduct a post-disaster evaluation of its activities, hold a meeting with counties to evaluate the disaster, and act upon recommendations.

### **Disaster Contacts Telephone Directory North Carolina**

<b>Name</b>	<b>Title/Program</b>	<b>Work/Fax</b>	<b>Home/Cell</b>
<b>Wayne Black</b>	<b>Director NC Division of Social Services</b>	<b>(919) 527-6336 (W) (919) 334-1018 (F)</b>	<b>(336) 466-1211(PC) (919) 219-9558 (WC)</b>
<b>Jack Rogers</b>	<b>Deputy Director NC Division of Social Services</b>	<b>(919) 527-6337(W) (919)630-2754 (WC) (919)334-1018 (F)</b>	
<b>David Locklear</b>	<b>Acting Chief Economic and Family Services</b>	<b>(919) 527-6311 W (919) 334-1265 F</b>	<b>(910) 734-1786 PC</b>
<b>David Steele</b>	<b>NC EBT</b>	<b>(919) 715-9597 W</b>	
<b>Alice Lenihan</b>	<b>WIC Director</b>	<b>(919) 707-5740 W (919) 870-4818 F</b>	<b>(919) 847-8063 H (919) 218-4728 C</b>
<b>Arnette Cowan</b>	<b>Head Special Nutrition Unit</b>	<b>(919) 707-5775 W (919) 870-4819 F</b>	<b>(919) 217-8843 H</b>
<b>Teresa Bryant</b>	<b>WIC Manager Cherokee Indians</b>	<b>(828) 497-7297 W</b>	<b>(828) 452-1057 H (828) 226-8483 C</b>
<b>Lynn Hoggard</b>	<b>Director Special Nutrition Unit NC Department of Instruction</b>	<b>(919) 807-3506 W (919) 807-3516 F</b>	<b>(919) 846-8418 H (919) 218-3875 C</b>
<b>Gary Gay</b>	<b>Director Food Distribution Program</b>	<b>(919) 575-4490 W (919) 575-4143 F</b>	<b>(919) 269-8916 H</b>
<b>Ted Fogleman</b>	<b>Asst. Director of Food Distribution Program</b>	<b>(919) 575-4490 W (919) 575-4143 F</b>	<b>(919) 693-2253 H</b>

## Key Federal Food and Nutrition Service (FNS) Staff

Name	Title/Program	Work/Fax	
Robin Bailey	Southeast Regional Administrator	(404) 562-1801 W	USDA Regional Office Atlanta
Peggy Fouts	Southeast Regional Director	(404) 562-7099 W (404) 527-4508 F	USDA Regional Office Atlanta
Eugene Malveaux	Southeast Regional Deputy Director	(678)704-2021 W (404)323-8943 C	USDA Regional Office Atlanta

County Contacts for all 100 County Departments of Social Services

<http://www.ncdhhs.gov/dss/local/docs/directory.pdf>